

CHAPTER T

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T.00 General

This Chapter contains information concerning Maintenance Family T (Management and Support), Family W (Training/Field Auxiliary Services), and Telecommunications.

These families provide administrative support to the overall Maintenance Program.

The T Family includes the following: Headquarters, District, Region/Area Offices; Maintenance Stations-General Operations, custodial, minor repairs, receiving and issuing materials and miscellaneous.

Refer to Volume 2 of the Maintenance Manual for planning, scheduling, and administrative details covering these families.

T.01 Maintenance Stations

The District Director is authorized to approve HM funded repairs to Maintenance Stations.

Funds for needed repairs and upkeep at maintenance stations are programmed in the same manner as other maintenance functions and are to be included as a single lump sum figure in the annual budget.

Improvements to existing stations and the construction of new stations are budgeted through the Land and Buildings Planning Program for major improvement or through the annual minor improvement portion of the program.

T.02 Telecommunications

Caltrans telecommunications functions are divided into two sections: engineering and operations.

The Telecommunications Engineering Section under the Equipment Service Center monitors District telecommunication requirements, and provides system design, acquisition, installation and maintenance of communication equipment. Improvements, changes and additions to the communications systems are accomplished in cooperation with the Districts.

The Headquarters Highway Communications Section under the Maintenance Program performs the following functions:

- (A) Monitors statewide radio and the California Highway Patrol's Management Information System;

- (B) Collects and prepares highway condition reports for distribution to government agencies, radio and television stations, and the general public, via the California Highway Information Broadcasters Network (CHIBN);
- (C) Operates the Caltrans Headquarters facsimile system; and
- (D) Operates the California Highway Information Network. (CHIN).

T.02.1 License Requirement

(A) Operator License

Caltrans personnel may be authorized to operate licensed land and mobile radio stations in the Highway Maintenance Radio System during the course of their duties without holding a license or permit issued by the Federal Communications Commission. Such authorization does not diminish in any respect the responsibility of the Department to maintain control over the stations licensed to them, or for the proper functioning and operation of those stations in accordance with the terms of the license.

(B) Station License

No radio station shall be operated in the Highway Maintenance Radio System except in accordance with a valid authorization for that station as issued by the Federal Communications Commission. It is the responsibility of Headquarters Telecommunications Engineering Section to furnish the required station authorizations to the Districts for proper posting in accordance with Part 89.167 of the FCC rules and Regulations.

T.02.2 Radio Station Inspections

All radio stations and records of radio stations in the Highway Maintenance Radio System shall be made available for inspection at any time while the station is in operation, or shall be made available for inspection upon reasonable request of an authorized representative of the Federal Communications Commission.

T.02.3 Telecommunications Equipment Inventory

Each District Telecommunications Analyst/Coordinator is responsible for the District's telecommunications inventory. These responsibilities include: notifying Headquarters of all equipment status changes, taking annual physical equipment inventory, and ordering replacement components. The Telecommunications Property Manager at the Equipment Service Center is available to assist with District inventories.

The parts department, within the Equipment Service Center shop will assist the District coordinator in purchasing, storing, shipping and receiving all District communication equipment, spare parts and components. All District communication equipment not in service should be stored at the Shop's parts department. Stored equipment will fall into several categories, District storage, pending stock; either awaiting shipment to the Equipment Service Center, District assignment or spare parts.

Status changes on equipment will be sent to the Property Manager at the Equipment Service Center, for updating of the computerized master telecommunications inventory. The District Telecommunications Analyst/Coordinator will receive various updated computer printouts showing current inventory status.

The Districts shall submit during the third quarter of each fiscal year a list of telecommunications equipment required for the next fiscal year.

T.02.4 Station Records

Message Record. Authorized users of the Highway Radio System may obtain Radio Message pads (Form HM-C-38) for their convenience in having radio messages sent or received in instances where a record of the message is desired.

T.02.5 Access to the California Highway Patrol's Management Information System

The Maintenance Program Office of Highway Communications can access a shared administrative private line computer network operated by the California Highway Patrol. There are terminals in HQ Highway Communications Section, District 4 Caldecott Tunnel, District 7 Warehouse, all Caltrans District Offices and all CHP Offices.

Contact the Highway Communications Section Supervisor and/or the District Communications office for access to this network.

T.02.6 Facsimile System

The Maintenance Program has a high speed Facsimile System with machines operating in Headquarters Highway Communications Section and all of the District offices.

T.02.7 Caltrans Amateur Radio System (CARS)

The Maintenance Program is responsible for the management and coordination of the Caltrans Amateur Radio System. This consist of both equipment and list of Caltrans employees that are volunteer amateur radio operators that agree to provide the Department with emergency communications in the event that our normal communication methods become overburdened or non-existent.

The Caltrans Amateur Radio System (CARS) is affiliated with the Governor's Office of Emergency Services (OES), Radio Amateur Civil Emergency Service (RACES) which has lead responsibility for government agencies. The RACES Coordinator appointed by the Maintenance Program will be the contact person for OES

T.02.8 Highway Communication Procedures

(A) Headquarters Highway Communications Section

- (1) Headquarters Highway Communications Section receives telephone, radio, and CHP's Management Information System computerized message reports on highway conditions, restrictions, closures, re-openings, spills, extraordinary accidents, and unusual occurrences.

It relays this data within Caltrans, to other agencies, and to the public. Various systems have been developed to provide information to assist motorists and truckers in making decisions on the safest, fastest travel routes.

- (2) The California Highway Information Network (CHIN) was established to provide this information to the public present recorded information, over the telephone, 24 hours a day.
- (3) The Caltrans Highway Information Broadcasters Network (CHIBN) is another system used by the Maintenance Program to provide current highway condition information to the traveling public. This public safety program is designed to disseminate current highway condition information to various subscribers, such as other state and federal agencies, and television and radio stations through the use of dedicated data circuits.

(B) Policy

- (1) The Caltrans Maintenance Program shall have a Highway Communications Section responsible for collecting and disseminating statewide highway condition information as required.

- (2) Each District shall have a communications center responsible for collecting and disseminating District-wide highway condition information as required.
- (3) District Traffic Operations Centers, as applicable, and their respective District Communications Offices shall work closely together to ensure highway condition information is shared and that the information provided to the Headquarters Highway Communications Section and the District Public Affairs Offices is accurate.
- (4) The Director's Office, the Public Affairs Office, the Federal Highway Administration, and various other agencies shall be promptly informed by Headquarters Highway Communications Section when there are extraordinary accidents or unusual occurrences, such as natural disasters, bomb threats or mass demonstrations.
- (5) Accurate and timely facts must be made available to the news media through close coordination of Headquarters and the Districts' Communications Offices with their respective Public Affairs Offices. The Public Affairs Office shall provide information to the news media.
- (6) In cases of an extraordinary number of public inquiries on a particular highway condition, and when this condition is expected to continue for an extended period of time, Headquarters Highway Communications Section shall ask District Public Affairs Officers to provide a referral number. This number shall be included on the appropriate CHIN recording(s) until the condition changes and/or there is no longer a need for the number.
- (7) The Headquarters Highway Communications Section shall notify affected Districts when conflicting highway condition or emergency information is received from Districts. The District Communications Offices and District Traffic Operations Centers shall work a consistent report as soon as possible to ensure information provided to the public and/or media is accurate.
- (8) The Headquarters Highway Communications Section shall inform Caltrans managers, headquarters Public Affairs Office, outside agencies, and the public of emergency and highway condition information according to procedures agreed upon with those groups.
- (9) The District Communications Office, or Maintenance personnel during off-hours, shall inform the Headquarters Highway Communications Section of the following situations immediately after receiving the information:

- (a) Highway Restrictions or Closures.
- (b) Planned Highway Closures.
- (c) Reopening of Highway Restrictions/Closures.
- (d) Extraordinary Accidents.
- (e) Unusual Occurrences.

(C) Definitions

(1) Highway Restrictions or Closures

- (a) Highway closure.
- (b) One-way controlled traffic.
- (c) Snow-chain requirements.
- (d) Spills of hazardous/unidentified material.

(2) Planned Highway Closures

- (a) Construction, survey, or maintenance.

(3) Extraordinary Accidents-Are any of one or more of the following:

- (a) Accidents on a State highway, involving the death of five or more persons.
- (b) Commercial vehicle (i.e., large trucks or buses) accidents on a State highway with multiple dead or ambulance-transported persons or significant property damage.
- (c) Accidents on a State highway involving a school bus, resulting in any dead or ambulance-transported persons.
- (d) Accidents involving any Caltrans vehicle, resulting in any dead or ambulance-transported persons.

- (e) Accidents on State highway construction projects, surveys, or maintenance work zones causing any dead or ambulance-transported persons, either State employees, private workers, or general public.
 - (f) Chain-reaction collisions (three or more vehicles), on a State highway with any dead or ambulance-transported persons.
 - (g) On-the-job death, or serious injury of a Caltrans employee.
- (D) Unusual Occurrences-Are any of one or more of the following:
- (a) Natural or manmade disasters, or emergencies, resulting in highway restrictions or damage.
 - (b) Natural disasters include any of one or more of the following: earthquake, flood, tornado, slide, avalanche, volcanic eruption, tidal wave, or forest fire.
 - (c) Situations on or near highways, necessitating evacuation of the immediate area.
 - (d) Actions that threaten free use of the highways, such as bomb threats, snipers, or mass demonstrations.
 - (e) A vehicular accident, rendering any Caltrans rolling stock equipment inoperative.
 - (f) Labor strike involving Caltrans employees or disrupting travel on a State highway.
 - (g) Structural bridge damage caused by a vehicle, floating object, plane or natural causes.
- (E) Responsibilities
- (1) The District Division Chief of Maintenance and Operations is responsible for ensuring the reports of highway conditions are promptly reported to the Headquarters Highway Communications Section.
 - (2) Outside normal working hours, the Center will notify those Headquarters personnel who District management has identified and requested to be notified.
- Fan-out alerting charts will be used for this purpose.

(F) Procedures

Highway Condition Reporting Procedures are issued separately by the Maintenance Program.